

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

ILLINOIS
COMMERCE COMMISSION

FORMAL COMPLAINT

For Commission Use Only:

Case: 08-0388

2008 JUN 12 A 10:30 ^{ms}

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Shamaya MOBLEY

Against (Utility name):

Peoples GAS

As to (Reason for complaint)

I applied For new service AND A PAST DUE Amount From a previous Address WAS transferred TO my New ACCOUNT # 05000-5055-0235, Peoples GAS IS using deceptive practices to collect a debt that I am NOT RESPONSIBLE FOR.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

5022 W. Washington Blvd Unit 3
Chicago, IL 60644

The service address that I am complaining about is

3441 W. Fulton Blvd.
Bsm + Apt 60612

My home telephone is

(773) 499-0863

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(773) 499-0863

My e-mail address is

shamaya.mobley@hotmail.com

I will accept documents by electronic means (e-mail) ☒ Yes

☐ No

(Full name of utility company) Peoples GAS
to the provisions of the Illinois Public Utilities Act.

Natural Gas Delivery (respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

83-Administrative Part 200.350 subchapter b

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

SEE typed letter enclosed &
NOTARIZED letter

Please clearly state what you want the Commission to do in this case:

I would like the Illinois Commerce Commission to review my case
and mandate Peoples Gas to remove outstanding balance.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date:

June 9, 2008
(Month, day, year)

Complainant's Signature:

Shamaya M...

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

~~I would like the Illinois Commerce Commission to review my case
and mandate Peoples Gas to remove outstanding balance.~~

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Shamaya M..., Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Shamaya M...
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year)

9th day of June 2008

Blanca Cervantes
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

1. I contacted Peoples Gas on the telephone in the month of December 1995 and informed them that I was moving and requested that my services be disconnected. However, Peoples Gas did not disconnect my services and my account continued to get billed by Peoples Gas for over a year. Since I had moved, I did not have any knowledge that my services were still being billed until my Grandmother notified me and stated that I have some mail. On Jan 3, 1997, I immediately contacted Peoples Gas on the phone and demanded that my service be disconnected and followed up with a notarized letter requesting my services to be terminated.
2. I applied for new service at 5022 W. Washington Blvd, in the month of March 2008. The customer service representative informed me that I had a \$ 458.17 past due bill amount and a \$24.00 security deposit that will be transferred over to my account. I informed the customer service representative that I contacted Peoples Gas via telephone in the month of December 1995 that I was moving and requested for my service to be disconnected. I made several attempts to contact Peoples Gas to resolve this matter by via telephone & fax in the month of March and April 2008 and a resolution was not made. Since this problem could not be solved by Peoples Gas, I filed a complaint with the Illinois Commerce Commission.
3. After I filed a complaint, Mr. Bill Hendrixson from Peoples Gas contacted me over the phone and he assured me if I can provide him with proof of me requesting my services to be disconnected and my residency after I moved from 3441 W. Fulton he would resolve this matter. I explained to Mr. Hendrixson that over the last couple of years my gas was included with my rent and I did not have knowledge of this past due balance until I applied for service.
4. I faxed him the documents and he was furious that I can provide proof. He was very unprofessional to me over the phone, and stated to me why am I disputing this matter from over 10 years ago and why did I not check my credit report. The only resolution he could provide is to make payment arrangements. I advised him that I was not going to make payment arrangements for a debt that I am not responsible for. I asked him why Peoples Gas is trying to collect a debt from over 10 years that does not apply to me. I requested if he can read the notes in my account when I requested for my services to be disconnected. Mr. Hendrixson stated that because of the ten year time frame, Peoples Gas no longer has any notes on this account and was not going to provide me with any proof of their records.

Please clearly state what you want the Commission to do in this case:

I would like the Illinois Commerce to review my case and mandate Peoples Gas to remove this outstanding balance from my account and all three credit reporting agencies.

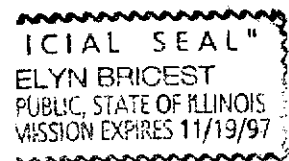
Jan 3, 1997

To: Peoples Gas
From: Mr. Columbus Mobley (landlord)

I would like to acknowledge that
granddaughter, Shamaya Mobley, moved
in 3441 W. Fulton, during the
nth of December of '95.

If you need any additional
information please contact me at
708-891-0364.

Thank You
Mrs. Annie Mobley



Subscribed and sworn to before me
on 3 day of January 1997
at Chicago, County of Cook, State of Illinois
Elyn Brice
Notary Public